

INFORMATION TECHNOLOGY CENTER

Statement of Purpose

To provide the technology to enhance the delivery of County government services and increase the access to and quality of vital government data which facilitates commerce and enhances quality of life in our community. This will be accomplished in a spirit of customer service, partnership, and consultation with our stakeholders. Our guiding principles are quality, integration and cost effectiveness.

Outcomes

1. Improve current emergency vehicle response times by taking advantage of the efficiencies the new Automatic Vehicle Locator (AVL) and mobile online applications provide.
 - a. Complete the deployment of Mobile applications and AVL equipment in the remainder of the ambulances and key Sheriff vehicles.
 - b. Begin the collection of dispatch data to allow us in the future to make better decisions on the best locations of Emergency vehicles.
2. Maximize the use of new core technologies the County has purchased over the past year.
 - a. Continue to develop SharePoint sites for more efficient collaboration on projects and organizing documents within each department.
 - b. Continue to develop the SharePoint to improve efficiencies of how we search and organize the storage of shared documents.
 - c. Install an e-mail archive solution to provide a complete e-mail audit trail, to eliminate duplicate emails, and increase searching capabilities.
 - d. Provide classes to staff to increase the knowledge and abilities to take advantage of our current technologies.
3. Enhance department services and efficiency by providing and supporting applications specific to the needs of the department while maintaining an enterprise perspective.
 - a. Replace Permit Center Applications with applications that will allow for builders and the public to apply for building permits online and then to track the progress of the permit through the approval and building process. The comprehensive package will cover all aspects of the permitting process including, permit management, plan review, inspections, scheduling, and cashiering. The software will provide for integration with the GIS system, electronic plan review, and for access for all of the municipalities. Target date for completion of Phase I (system

in production for County and City of Hickory) is November 2009. Other municipalities will be added during 2010.

- b. Work with departments to analyze business processes and where feasible, work to improve these processes through the use of technology.
 - c. Maximize the investment in Peoplesoft where feasible.
 - d. Develop or purchase, install, train and support databases and applications including email, word processing, financial, database, presentation, and specialized applications.
4. Provide timely, accurate information and services to citizens, employees, and stakeholders in a variety of methods via the County's Internet and Intranet services.
- a. Maintain a strategic direction of moving appropriate information to the County's website.
 - b. Explore and implement services that allow citizens to conduct business anytime and anyplace with the County via the Internet.
 - c. Continually review and add new features to the County's website.
 - d. Expand Web 2.0 services offered on the website.
5. Provide better services to our citizens with critical care and other special needs in times of emergency.
- a. Continue to expand a consolidated data repository for storing information and disseminating it to emergency management agencies.
 - b. Encourage citizens with critical care or special needs to register with County agencies to assure proper care is received in emergency situations.
 - c. Develop a data flow process between the critical care/ special needs database and the Citizens Alert System, Geospatial Information Services (GIS), and Emergency Services.

GEOSPATIAL INFORMATION SERVICES (GIS)

Statement of Purpose

Geospatial Information Services (GIS) provides tools to the user community to enhance and improve the quality of geographically related services including but not limited to planning, building inspections, environmental health, emergency services, economic development, infrastructure, management, facilities' management, and parcel mapping. GIS will promote good government as a multi-jurisdictional project involving the integration of resources from the County and the participating municipalities.

Outcomes

1. Provide timely, reliable, valid, and useful geospatial information to our citizens, employees, and stakeholders.
 - a. Provide information via the GIS website. Investigate use of other resource data, example Google Maps, where applicable.
 - b. Maintain current baseline layers.
 - c. Support County departments with GIS data, analysis, and maps. Support the upgrade of the Permitting Software to integrate with GIS.
 - d. Upgrade and maintain GIS related hardware, software, and data.
2. Provide a timely response to citizens and departments
 - a. Respond to and complete 95% of map and data requests from the public within 24 hours of receiving the request.
 - b. Complete requests from departments within an agreed project timeline.
3. Strengthen relationships with other GIS agencies and sources.
 - a. Partner with municipalities through the GIS Consortium fostering cost sharing and savings on joint projects; and ensuring continuity of data for our citizens.
 - b. Work with State and local agencies to share data layers and processes.

E-911 COMMUNICATIONS CENTER

Statement of Purpose

The Catawba County E-911 Communications Center provides emergency and administrative communications for the citizens of Catawba County by placing them in touch with public safety and related government service agencies. The center is prepared for daily communications traffic and emergencies by maintaining adequate numbers of highly trained personnel. The opportunity to save lives and property is greatly increased by having the most current state-of-the-art computerization, along with radio and telephone technology.

Outcomes

1. To ensure citizens receive prompt emergency and medical care, the Communications Center will maintain a 90 second average dispatch time on all emergency calls throughout the County. Responding units will have the following response time averages:
 - a. EMS – 8 minute average response time, which is a 9 ½ minute average total response time.
 - b. Rescue – 6 minute average response time, which is a 7 ½ minute average total response.
 - c. Fire – strive to meet a 6 minute average response time, which is a 7 ½ minute average total response.
 - d. Sheriff – strive to meet a 7 minute average response time, which is an 8 ½ minute average total response.
2. Integrate an Automatic Vehicle Locator (AVL) system into operations which will provide mission-critical geographic information, such as aerial photos, shortest path routing, and building schematics for staff to most efficiently dispatch/route appropriate units.
3. Continue working with the State Highway Patrol, the Piedmont Area Communications Council, and local public safety agencies in general to establish radio interoperability between agencies in Catawba County and the surrounding area.
 - a. Work with County agencies, Municipal agencies, and the State Highway Patrol to move to the 800 Mhz Viper system, by researching, planning, and coordinating the project.
 - b. Work with the Piedmont Area Communications Council to implement its 11 county interoperability grant.
 - c. Cultivate joint ventures between local public safety agencies to generate savings through pooled resources including joint purchases and pursuing sharing microwave communications at State Highway Patrol sites.

4. The Communications Center will provide quality customer service to all public safety agencies by responding to field units within 15 seconds of each unit's call. Accomplishment evidenced by achieving an overall satisfaction rating of 90% or better from all public safety agencies.
5. Promote sound employee relations and morale by working with the Employee Relations Committee to secure feedback about the work environment, workload, schedules, and other factors affecting the workplace.